

USPS Report on PRC Rate and Service Inquiries for September 2016

The Postal Regulatory Commission referred 16 inquiries to the Postal Service in September, 2016. Customers received responses on average within 11 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 12 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 4– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Roll Call-Election mailing dates issued for military

The Postal Service has offered recommended mailing dates for military service members who will cast ballots this fall.

The [suggested mailing dates](#) are posted on [usps.com](#). The recommendations are based on dates published by the Military Postal Service Agency.

Military personnel with Army Post Office (APO) or Fleet Post Office (FPO) addresses can now return absentee ballots via Priority Mail Express using Label 11-DOD.

“Waiver of Signature” and “Guaranteed by End of Day” endorsements are printed on the label, so ballots sent with Priority Mail Express are delivered on the day they arrive at the destination Post Office.

USPS works with the Federal Voting Assistance Program and the Military Postal Service to offer tracking of completed military ballots for active armed forces members that originate from APO or FPO addresses. This is part of a congressional requirement to expedite mail return on these ballots.

Additional information is available in the Sept. 20 [news release](#), at [usps.com](#) and on [Blue](#).

Missing Mail App on USPS.com

The **Missing Mail** application is now available on USPS.com to assist customers in the event that mail is not delivered as expected or is ‘missing’--such as ‘undeliverable as addressed’ or ‘loose-in-the-mail’ items. This new application allows customers the option to submit a ‘search request’ for their missing item online via their USPS.com account and provides convenient online access 24 hours a day/7 days a week.

Customers may enter details and upload photos of their missing item to assist the MRC in identifying it. Periodic updates on the status of the search and a final resolution of the request will also be provided. Customers may check the status of their search online on the ‘History’ page in the app.